

Computer Concierge Policy

Purpose:

To promote optimal results from a survey event through review of electronic health records, this policy defines the role and responsibilities of a facility designated Computer Concierge and alternate, including templates for utilization during survey of the facility. Attachments to this policy include:

For All Survey Events

- Computer Concierge/Alternate Position Description

This document defines the roles, responsibilities and qualifications of the facility's computer concierge and his/her alternate. One of these persons must be available at all time during any type of certification or licensure survey conducted by the State Survey Agency or the Center for Medicare and Medicaid (CMS).

- Letter to Surveyors- This template is designed to welcome surveyors to the facility and serves to orient them to the facilities unique electronic medical records system combined with any hardcopy portions of the clinical records of residents/patients. The letter contains sufficient details of the EMR system to allow surveyors to review clinical records to confirm compliance with federal and state certification and licensure requirements; assigns security codes for access to the electronic system; and introduces the Computer Concierge to the survey team.
- Surveyor Request for Access to, or Copies from, Electronic Chart form.

Documents to Attach if in Transition to Full EMR Status

- E-Chart Overview (paper items replaced)- A comprehensive list of what portions of the resident's/patient's clinical record is available via the Electronic Medical Records System
- Paper/Chart Items During EMR Transition – a comprehensive overview of forms/documents that remain on paper until further notice.

Person responsible for Updating Policy:

Review/Update Interval:

This policy will be reviewed at least once annually and with any significant change/improvement in the facility's Electronic Medical Records System.

Date of Last Policy Update: _____ **Initials of authorizing individual:** _____

Attachments